

**EXHIBIT 10**

Request number: 1-9868263

Safety related: null

Owner: **Privacy**

Address: **Privacy**

Owner phone: **Privacy**

Vin: **Privacy**

Make: Saturn - GM

Model: ION 3

Year :2003

Mod\_time :2004-03-25 09:26:36.0

Open date : 2003-12-29

Odometer : 4777

Closed date : 2004-03-25

Complaint number :1

Complaint code 0 Z23

Complaint text 0 Saturn Engine Stalling

Component code 0

Agent notes : 0 No Symptom Indicated

Repair attempts 0 0

Description:

Work history number: 17

1-802Z-180262|EVENT|null|null|2004-02-27|00:00:00|OWNER, **Privacy** STATED: \* THE VEHICLE IS A NIGHTMARE. \* HE FELT THE STALL WAS A SAFETY ISSUE. \* HE NO LONGER WANTS THE VEHICLE. \* THE VEHICLE HAD BEEN REPAIRED OVER 4 TIMES FOR THE STALL CONCERN. \* HIS SON DROVE THE VEHICLE AND HAS HAD SEVERAL NEAR MISSES IN TRAFFIC, BY THE VEHICLE'S STALLING SITUATION. \* HE WAS WITH HIS SON WHEN THIS STALL HAPPENED. \* THE VEHICLE ACTS AS IF IT HAD FUEL STARVATION. \* WHEN THE VEHICLE RESTARTED, IT "CHUGGED" A FEW TIMES BEFORE IT TOOK OFF AGAIN. I STATED: \* WE WOULD LOOK INTO THE SITUATION AND REVIEW THE SERVICE HISTORY. \* WE WOULD LOOK INTO OPTIONS TO REPAIR THE VEHICLE. OWNER STATED: \* HE WAS SEEKING REPURCHASE OF THE VEHICLE ONLY, BECAUSE OF THE NUMBER OF REPAIRS. I STATED: \* I WOULD FORWARD BBB PAPERWORK TO HIM. |2004-02-27

1-802Z-180263|EVENT|null|null|2004-03-01|00:00:00|I APPROVED 5 DAYS CAR RENTAL FOR CUSTOMER ENTHUSIASM. |2004-03-01

1-802Z-180265|EVENT|null|null|2004-03-25|00:00:00|JUDY SMITH, TEAM LEADER, STATED STACY GARY HAS ADVISED THIS CASE IS IN PRE-LITAGATION. STACY IS IN CONTACT WITH FC **Privacy** MAM **Privacy** OWNER OF S/SAN JUAN CAPISTRANO. |2004-03-25

1-802Z-180266|EVENT|null|null|2004-01-12|00:00:00|JUDY SMITH, TEAM LEADER, STATED: \* SHE HAD SPOKEN WITH **Privacy** FSE, ABOUT THE VEHICLE. \* THE DRIVER, A YOUNG PERSON, RUNS THE VEHICLE LOW ON FUEL, UNDER 1/8 TANK. \* **Privacy** DROVE THE VEHICLE 142-147 MILES AND DIDN'T HAVE A CONCERN, AFTER HE FUELED THE VEHICLE PROPERLY. \* **Privacy** FSE, HAD SPOKEN WITH THE OWNER'S MOTHER AND LEARNED THE OWNER HAD A CHEVRON CREDIT CARD AND DID NOT HAVE A REASON TO RUN THE VEHICLE THAT LOW ON FUEL. **Privacy** FSE, @ S/SAN JUAN CAPISTRANO, STATED THERE WAS NOTHING DUPLICATABLE WITH THE VEHICLE, AT THIS TIME. |2004-01-12

1-802Z-180267|EVENT|null|null|2004-01-05|00:00:00|I STATED: \* I KNOW YOUR SCHEDULE IS PRETTY BUSY, BUT S/ SAN JUAN WILL BE CALLING YOU TO DRIVE THE VEHICLE. \* **Privacy** IN SERVICE, @ S/ SAN JUAN CAPISTRANO, WILL DRIVE THE VEHICLE HOME UNTIL YOU GET THERE TO TAKE IT, THEREBY ATTEMPTING TO DUPLICATE THE CONCERN. \* I HAVE ALLOTTED 5 DAYS SO YOU CAN HAVE TIME TO DRIVE IT. **Privacy** FSE, STATED: \* HE WOULD PROBABLY GO TO S/SAN JUAN ON 1/7/03. I STATED: \* I COULD NOT REQUEST A VISIT FROM **Privacy** AND THAT THE REQUEST SHOULD COME FROM THE FACILITY. **Privacy** FSE, STATED: \* HE WAS GLAD FOR THE ADVANCE INFORMATION BECAUSE HE COULD BETTER SCHEDULE HIS TIME IF HE KNEW OF THIS SITUATION WHILE HE WAS STILL IN THAT PART OF THE STATE, AND ON HIS ROUNDS. \* HE THANKED ME FOR GIVING HIM

ADVANCE NOTICE. \* HE WOULD CALL S/SAN JUAN CAPISTRANO AND MAKE ARRANGEMENTS. I STATED: \*  
[Privacy] WAS WORKING WITH THE VEHICLE. |2004-01-05  
1-802Z-180268|EVENT|null|null|2004-02-26|00:00:00|JUDY SMITH, TEAM LEADER, STATED: \* WOULD I  
PLEASE CALL [Privacy] FSE, ABOUT THIS VEHICLE, DUE TO EXCESSIVE RENTAL AT 3,286 MILES.  
\* WOULD [Privacy] OR SOMEONE, TAKE OWNERSHIP OF THE CASE AND MAKE SURE THE VEHICLE WAS  
REPAIRED, IF NEEDED, OR CUT IT LOOSE, IF NO REPAIRS WERE NEEDED. I STATED: \* I WOULD CALL  
[Privacy] FSE, ABOUT THE VEHICLE IMMEDIATELY. |2004-02-26  
1-802Z-180270|EVENT|null|null|2004-03-24|00:00:00|-----ORIGINAL MESSAGE----- FROM: [Privacy]  
[Privacy] [MAILTO:[Privacy]@SATURNSANJUAN.COM] SENT: TUESDAY, MARCH 23, 2004 8:22 AM TO:  
[Privacy] SUBJECT: [Privacy] 203 ION OWNER [Privacy]- I HAVE RECEIVED A CERTIFIED  
LETTER FROM THE LAW FIRM OF BARNES & FARRELL RE A 2003 SATURN I.E. [Privacy]  
PURCHASED FROM OUR DEALERSHIP AUGUST 17, 2003 BY [Privacy] A REVIEW OF HIS SERVICE  
HISTORY TELLS THE STORY. [Privacy] HAS DRIVEN THE VEHICLE AND IT HAS BEEN IN OUR SHOP NUMEROUS  
TIMES. ([Privacy] EVEN RAN THE TOLL ROAD WITH THIS VEHICLE AND THE CUSTOMER GOT THE TICKET).  
[Privacy] HAS ALSO BEEN IN THE LOOP ON THIS. YESTERDAY WE HAD TO PICK THE VEHICLE UP RUNNING  
AS IT COULD NOT BE SHUT OFF BY TURNING OFF THE IGNITION KEY. [Privacy] TOLD ME THIS VEHICLE  
HAS STALLED AT 50 MILES PER HOUR WITH PASSENGERS IN THE CAR ON MORE THAN ONE OCCASION. HE  
WAS ACTUALLY VERY NICE WHEN I SPOKE WITH HIM AS I HAD NO IDEA THE PROBLEMS WITH THE VEHICLE  
HAD ESCALATED TO THIS LEVEL AND ACCORDING TO HIM IT HAD NOT UNTIL HE CALLED SATURN CUSTOMER  
SERVICE AND WAS MAILED THE ARBITRATION INFORMATION IN RESPONSE TO HIS WANTING TO KNOW WHAT  
TO DO, WHICH HE FELT LACKED AN EFFORT ON SATURN'S PART TO RESOLVE THIS IN ANY OTHER WAY  
EXCEPT A LEGAL ONE SO HE WENT TO AN ATTORNEY. SINCE THIS IS MY FIRST TIME WITH THIS TYPE OF  
A PROBLEM WITH A SATURN I REALLY DO NOT KNOW IF SATURN JUST WANTS THIS TYPE OF SITUATION TO  
GO DIRECTLY TO ARBITRATION OR IS THERE AN EFFORT MADE TO TAKE THE CAR BACK BY SATURN  
WITHOUT A LEGAL INVOLVEMENT WHICH |2004-03-24  
1-802Z-180271|EVENT|null|null|2004-02-26|00:00:00|TAC COMMENTS: 70871137087113 01/22/2004  
14:03:52 SBD TEMPLATE - KICKIRILLO INT STALL COMING TO A STOP. ISSUE STILL IN  
DISCOVERY. CHECK TO SEE IF P1599 SET. IF P1599 SET, CAN ASSUME THAT IGNITION VOLTAGE  
REMAINED DURING EVENT AND CAN RULE OUT IGNITION SWITCH AND IGNITION VOLTAGE DROP OUT. WOULD  
THEN LOOK TO CHECK IAC BY SNAPPING THROTTLE TO SEE IF CAR STALLS AND IF SO REPLACE. CHECK  
G101 BEHIND LEFT HEADLIGHT, G103 ENGINE COMPARTMENT LEFT SIDE LOWER FRAME RAIL, CKP SIGNAL  
DROPOUT. IF NO P1599, COULD BE PROBLEM WITH IGNITION PORTION OF CIRCUIT WHICH MAY INCLUDE  
TOO HEAVY OF A KEY CHANE CAUSING IGNITION VOLTAGE LOSS, LOOSE CONNECTOR OR WIRES AT  
IGNITION SWITCH, ETC. IF UNABLE TO DUPGET INFO INTO TAC CASE SUCH AS DOES IT STALL DURING  
HIGHWAY DRIVING, COMING TO A STOP, LOSS OF RADIO PRESETS OR OTHER FUNCTIONALITY, AFTER  
SHORT TRIP, ANY HIGH IDLE COMPLAINTS, ETC. IF THERE ARE ANY CODES, COLLECT FAILURE RECORD  
AND PUT IN CASE. |2004-02-26  
1-802Z-180272|EVENT|null|null|2004-02-26|00:00:00|I STATED: \* JUDY SMITH, TEAM LEADER, ASKED  
ME TO CALL HIM ABOUT THIS VEHICLE. \* THE VEHICLE IS AT S/SAN JUAN, AGAIN, WITH A STALLING  
CONCERN. \* S/SAN JUAN WAS ASKED TO CALL THE FC, FSE, AND TAC. [Privacy] FSE, STATED: \*  
S/SAN JAUN DID CALL [Privacy] FC, BECAUSE SHE CALLED HIM ABOUT THE VEHICLE. I STATED: \*  
THIS WAS THE PERSON WHO DROVE THE VEHICLE VERY LOW ON FUEL, EVEN THOUGH HE HAD A CREDIT  
CARD. [Privacy] FSE, STATED: \* HE REMEMBERED THE VEHICLE AND THE DRIVER. \* HE WOULD  
CALL [Privacy] AND DISCUSS THE RENTAL SITUATION. \* WE SHOULD ALWAYS ASK, "WHAT DID YOU DO  
WITH THE CAR TODAY", EACH TIME WE GAVE EVEN ONE DAY OF RENTAL. \* THE FACILITY HASN'T  
HISTORICALLY DIAGNOSED ANY OF THE CONCERNS. \* [Privacy] HIMSELF DROVE THE VEHICLE 142-147  
MILES, WITHOUT A CONCERN. I STATED: \* DID SATURN OF SAN JUAN CAPISTRANO KNOW ABOUT THE  
BULLETIN FOR THE IAC REPLACEMENT? \* JUDY WANTED ME TO ASK IF THE VEHICLE WAS LOW ON GAS  
WHEN IT WAS BROUGHT IN. \* JUDY WANTS SOMEONE TO TAKE OWNERSHIP OF THE CASE AND REPAIR THE  
VEHICLE OR CUT IT LOOSE. \* WITH 13 DAYS OUT OF SERVICE, WE WERE GETTING INTO DANGEROUS  
WATERS WITH A CAR SO YOUNG, AT 3,286 MILES. [Privacy] FSE, STATED: \* HE WOULD CONTACT  
[Privacy] FC, TODAY, AND HE WOULD KEEP US INVOLVED. |2004-02-26  
1-8035-71465|EVENT|null|null|2004-02-27|00:00:00||2004-02-27  
1-803X-19200|EVENT|null|null|2004-03-01|00:00:00||2004-03-01

1-804C-122727|EVENT|null|null|2004-03-25|00:00:00|NEED TO REVIEW CLOSED, DISSATISFIED  
SERVICE REQUEST|2004-03-25  
1-804G-180138|EVENT|null|null|2003-12-29|00:00:00|. I APPROVED 3 DAYS RENTAL FOR CUSTOMER  
ENTHUSIASM.|2003-12-29  
1-804H-37522|EVENT|null|null|2004-01-02|00:00:00|I APPROVED 4 DAYS RENTAL FOR CUSTOMER  
ENTHUSIASM.|2004-01-02  
1-804K-105646|EVENT|null|null|2004-03-01|00:00:00|FULFILLED:BBB REFERRAL (CA).  
SR#1-5VIEF|2004-03-01  
1-804L-135790|EVENT|null|null|2004-01-05|00:00:00|I APPROVED 5 DAYS ADDITIONAL RENTAL SO  
**Privacy** FSE, COULD DRIVE THE VEHICLE STARTING 1/7/04.|2004-01-05  
1-804L-139874|EVENT|null|null|2004-02-27|00:00:00|CREATED:BBB REFERRAL (CA). SR#1-5VIEFWE  
SENT THE BBB PAPERWORK TO THE OWENR.|2004-02-27

Dealer name : SATURN OF SAN JUAN CAPISTRANO  
Dealer address :  
Repurch buy\_back\_mile: 0  
Repurch nada: 0